

## Frequently Asked Questions

Q. Will the DBIDS card replace military ID?

A. No. DBIDS passes and cards are issued to those qualified personnel not in possession of a DOD Identification card.

**Q. I don't have access to a ".mil" account, can I still sponsor someone on base?**

A. Yes. However, the sponsor must be present with the visitor at the time the pass is issued at the Visitor Control Center or Main Gate if VCC is closed.

**Q. I don't have access to a ".mil" account and I won't be available at the time of my guests arrival, can I still sponsor them?**

A. No. The sponsor must be present with the visitor at the time the pass is issued.

**Q. How long can I request a pass?**

A. Temporary passes may be issued for up to 30 days with supporting documentation.

**Q. Who can sponsor visitors on the installation?**

A. Any DoD CAC holders, military retiree, active duty or retiree dependent, or reservist in active duty status that is currently registered in DBIDS and those designated by authorization letters.

**Q. What is the vetting process for access?**

A. All personnel must go through a series of background checks with a favorable suitability determination prior to access approval.

**Q. Will I find out if someone I sponsored is not allowed on the installation?**

A. Yes. However, due to privacy concerns exact reasons cannot be divulged to the sponsor. Only the person in question can be given this information.

**Q. What if one of my visitors does not want to give me his/her information?**

A. Persons not wishing to release their information may provide the information in person at the time the pass is issued; however, if they chose not to release the info at the at the time the pass is requested, it may result in denial of entry.

**Q. Who has escort authority?**

A. Military, Active DoD civilians, military retirees, military dependents and retiree dependents have escort authority based on the validity of the credential issuance procedures, prior honorable service, or dependency status. Note: Installation Commanders determine escort rules for DoD dependents under the age of 18.

## Visitor Control Center

**1 Harmon Drive, Building 1032  
(JBSA-RND Main Entrance)  
Monday-Saturday 0700-1800  
Sunday - Closed  
Family Days & Federal Holidays -  
Closed**



**902d Security Forces Squadron  
ATTN: Visitor Control Center  
1 Harmon Drive Bldg. 1032  
JBSA-RND, Texas 78150**

**Phone: (210) 652-3939 for Base  
Information;**

**Option #1 for Visitor Information;**

**Option #2 for VCC Staff**

**DSN-487-2838**

**902SFS.VRC@us.af.mil**

**902d Security Forces Squadron  
925 3rd Street West, Building 235  
JBSA-RND, Texas 78150**



## Sponsored Visitors



Joint Base San Antonio



Randolph



## Access Procedures

## Sponsored Visitors

All DoD CAC and military ID card holders must register in DBIDS in order to sponsor visitors.

An authorized sponsor is limited to sponsoring five visitors for “unescorted” access to JB-SA-RND. Passes may be issued for up to 30 days. Once issued, a visitor pass allows an approved guest to travel on the installation without having an authorized military ID or escort.

Sponsors must be physically present with their guest at the time the pass is requested, unless the sponsor has the ability to send a digitally signed request through a “.mil” account. E-mail requests may only be submitted from “.mil” accounts. Requests from domains such as “.com or .net” are not accepted. Visit requests submitted via email should be encrypted to protect Personally Identifiable Information (PII). The last four of the sponsor’s SSN should also be included to ensure a proper match to their DBIDS record. Read receipts are recommended to track your request, as you will not receive a response from the organizational email address: [902sfs.vrc@us.af.mil](mailto:902sfs.vrc@us.af.mil) Email requests are only kept for two weeks from the day it is sent.

To ensure timely processing, all requests should be submitted no later than three duty days prior to requested entry. Email requests are only maintained for 14 days.

Visitor pass requests must contain the following information for each guest over 18 years of age not possessing a valid DoD CAC, Military ID, Military Retiree or Dependent ID:

- \* Official Name: (Last, First, MI)
- \* Date of Birth
- \* Driver’s License number w/State of Issue or valid ID
- \* Date(s) of access, time(s) of access,
- \* Justification for access

If a guest does not wish to relinquish private info they may provide the information in person at the Visitor Center, however this may delay processing.

**\*Visit requests for all non U.S. citizens must be submitted through the 502 ABW Foreign Disclosure Office (502 ABW/XP3) to coordinate vetting, prior to an access credential being issued.** Foreign Visitor requests must be submitted 10 days in advance to 502 ABW/XP3 and cannot be

## Access Control

The objective of installation perimeter access control is to restrict and/or control entrance to property and/or installations to only those authorized persons to protect personnel, resources and missions.

Installation perimeter access control procedures include identity proofing, vetting to determine the fitness of an individual requesting and/or requiring access to installations, and issuance of access credentials. If a negative suitability determination is made, access will be denied and the sponsor will be notified. However, disclosure of a person’s record may only be released to the individual and cannot be released to the sponsor.

Guests must present valid form of ID (refer to list) upon arrival and provide the name of their sponsor. Additionally, if driving, they must present current vehicle insurance.

Passes are issued during normal operating hours at the VCC. If the VCC is closed, passes are issued at the Main Gate. Personnel should park at the VCC and walk over with guests to the Main Gate lobby.

When sponsoring six or more guests for a “Special Event”, an Entry Authorization List (EAL) is required. Special Events include, but are not limited to ceremonies, parties, weddings, and personal gatherings, etc. (See “Special Events” tri-fold for specific details)

## Acceptable Proofing Documents

- United States Passport
- Permanent Resident Card/Alien Registration Receipt Card (Form I-551)
- Foreign Passport with a temporary (I-551) stamp or temporary (I-551) printed notation on a machine-readable immigrant visa
- An employment authorization document that contains a photograph (Form I-766)
- Current/Valid Driver’s License.
- Identification card issued by Federal, State or local Government Agencies
- U.S. Coast Guard Merchant Mariner Legacy Cards
- U.S. Coast Guard New Merchant Mariner Credential
- Approved Department of Defense (DoD) Privilege



## Definitions

**Debarment.** An Installation Commander may deny an individual access for involvement in the commission of a criminal offense, when access is inconsistent with the interests of national security, when personal conduct reflects negatively on the image of the US overseas, or when access adversely affects the health, safety, or morale of personnel on that installation.

**Escort Authority.** Escort authority allows an individual, with an authorized form of identification that certifies they have been successfully identity proofed and favorably vetted per this instruction, to vouch for any vehicle occupants, or pedestrians if walking through a pedestrian gate, and escort personnel onto an installation without identity proofing or vetting them.

**Escorted Individuals.** Personnel who require access, without determination of fitness, who must be accompanied by a sponsor with authorization to escort the individual. The escort requirement is mandated for the duration of the individual’s visitation period. Non-DOD Foreign visitors must be vetted and issued an access credential prior to entry.

**Fitness.** Level of character and conduct determined necessary for the basis of access control decisions.

**Identity proofing.** The process of providing sufficient information (e.g., identity history, credentials, documents) when attempting to establish an identity.

**Sponsor.** The person affiliated to a DoD or other Federal agency who takes responsibility for verifying and authorizing the applicant’s need for an identification card.

**Sponsorship.** Allows approved individuals affiliated with the DoD to take responsibility for verifying and authorizing an applicant’s need for a locally produced identification credential to facilitate unescorted access to an installation.

**Unescorted Individuals.** Personnel who have been identity proofed and favorably vetted are eligible for unescorted access within the installation; but are, still subject to any controlled or restricted area limitations, as appropriate.